

# Emergency Medical Services

## Department Review



February 1, 2017

City of Austin, TX



# Who We Are!

**46**  
Physical  
Locations



**520**  
Sworn  
Field  
FTEs

&

**54**  
Sworn  
Communications  
FTEs



**74.5**  
Civilians

**37**  
Full-time  
Ambulance  
Units



**6**  
Demand  
Units



**114**  
Emergency  
Fleet



**73**  
Cadets  
Graduating

## EMERGENCY RESPONSE, COMMUNICATIONS & OUTREACH

**1.2 Million**  
Population  
Served

**143,804**  
911 Calls  
Received



**131,825**  
Incidents

**78,725**  
Patient  
Transports

**94.85%**  
On Time  
Responses

**69 Seconds**  
Avg. Call  
Processing  
Time



**79,040**  
Patients  
Billed

**12 Days**  
Avg. Bill  
Processing  
Time

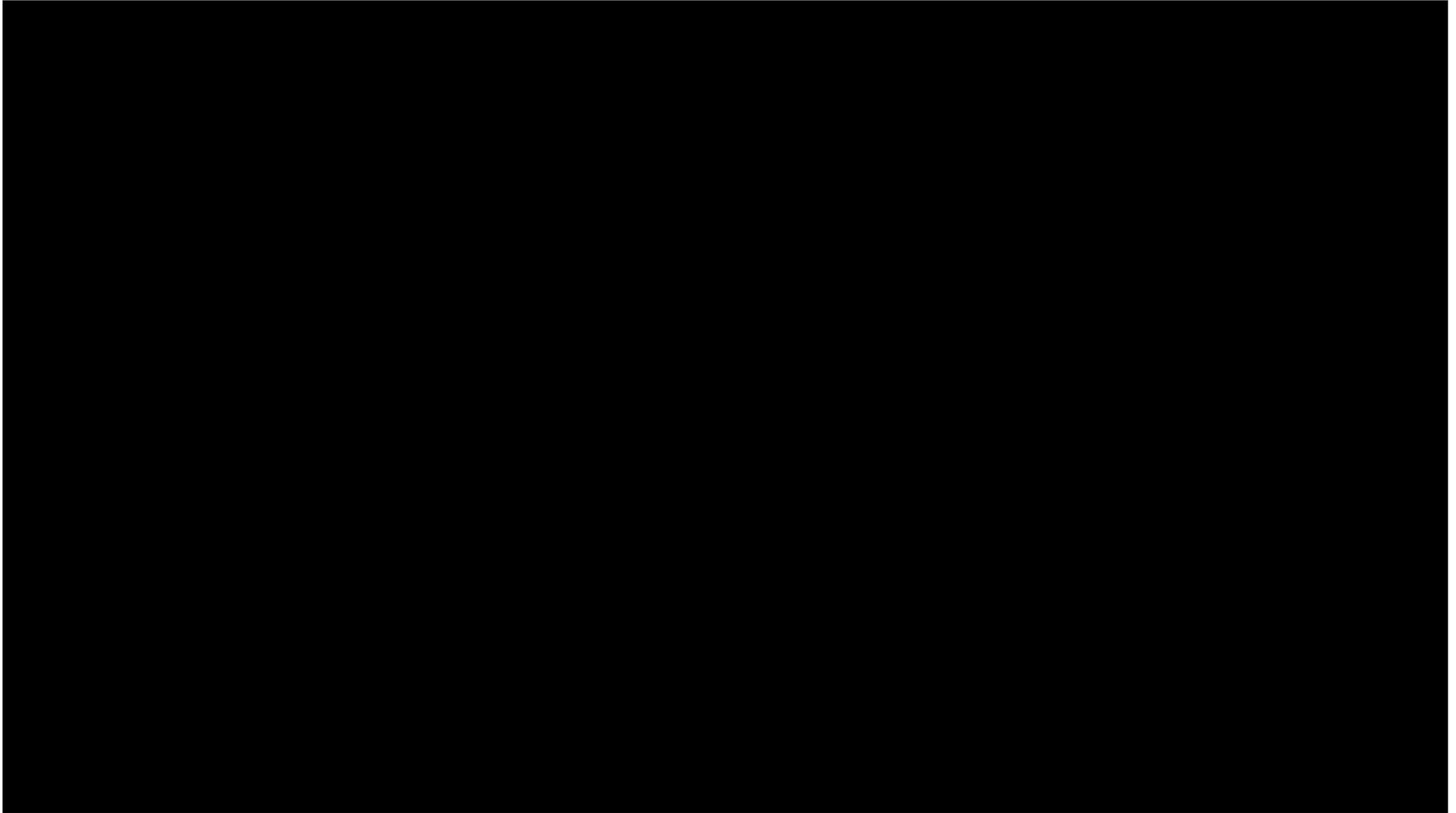
**7,988**  
Special Event  
Hours

**29,698**  
People Reached  
through Public  
Education  
Programs



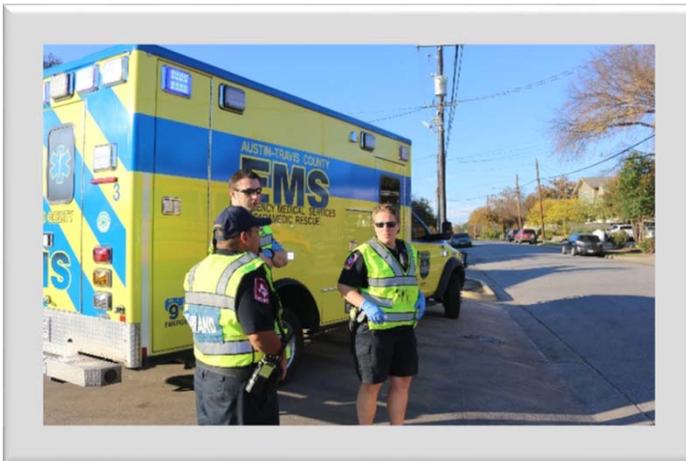
# "What To Do When..." Video

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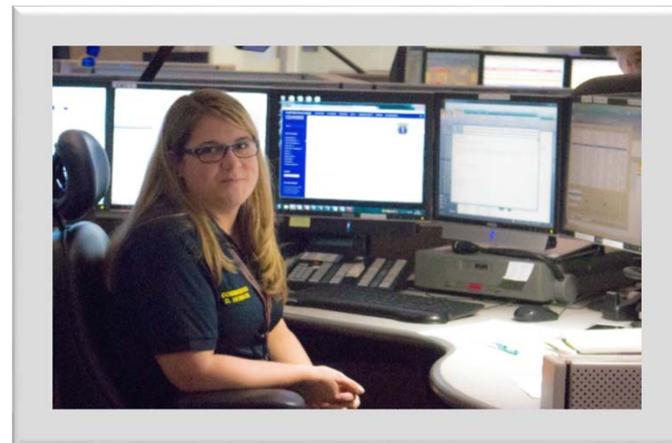
# How We Operate

Third Service  
EMS Provider



24 hour/7 day  
a week operations

Sworn Field &  
Communication  
Center

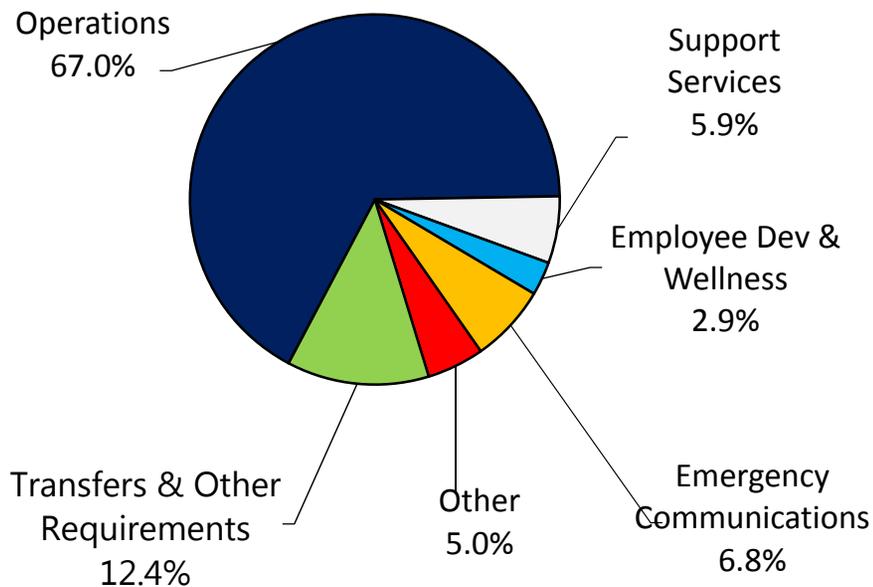


# Department Budget Overview

FY 2017 Totals at a Glance...



## FY 2017 Budget by Program



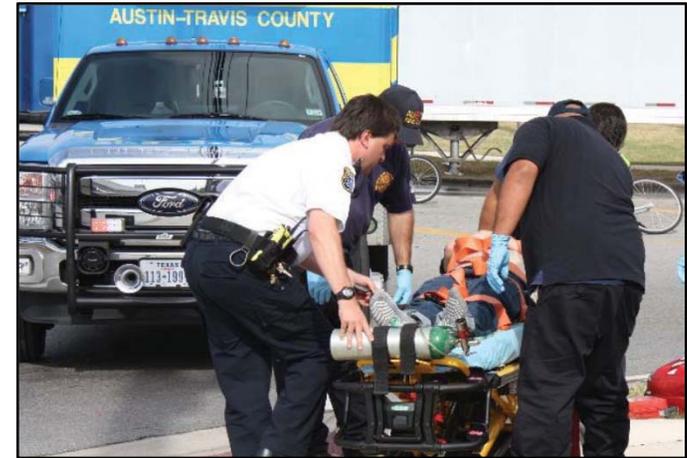
## Program Highlights

- Operations program provides a variety emergency responses, includes 497 positions
- Emergency Communications provides effective and efficient 9-1-1 triage and includes the call center and communications
- Transfers & Other Requirements for services provided by other departments

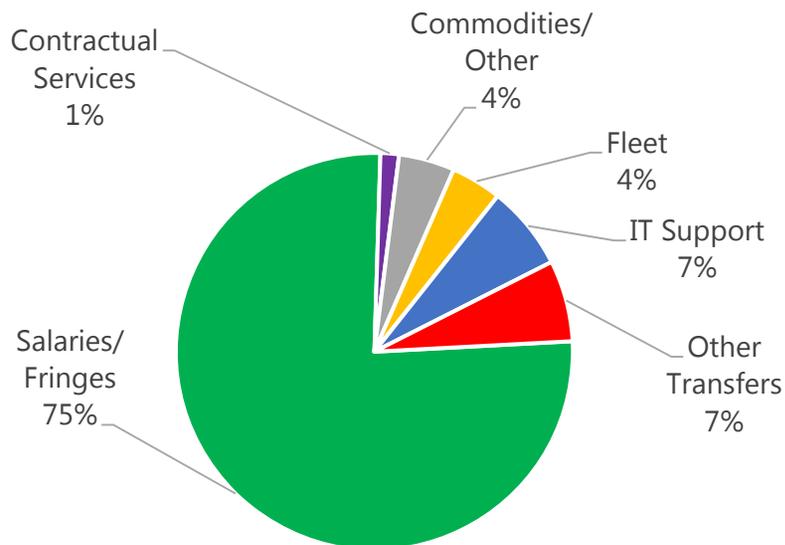
# Department Budget Overview

## Data and Highlights

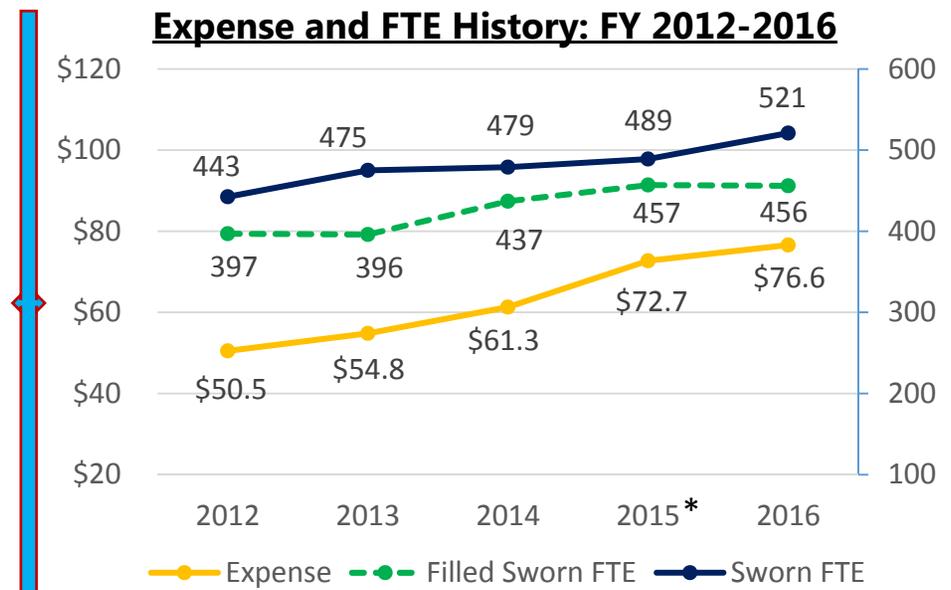
- Sworn positions increased by 78 from FY 2012-2016
  - FY 2016 began 42-hour work week implementation
- Personnel, fleet, IT support & transfers and other requirements are 93% of EMS budget



**Expenditure Budget by Category**



**Expense and FTE History: FY 2012-2016**



\* Beginning in FY 15, certain administrative and personnel cost centers were allocated to departments from the General Fund level EMS-6

# Capital Budget

## Overview of Projects

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- Public Safety Facility Improvements – 3 EMS Stations
  - Renovation and expansion of crew quarters
  - Vehicle Bay expansions and other improvements
  - Improvements to comply with ADA and fire code standards
  - Funded by Proposition 16 of the 2012 Bonds
- Onion Creek
  - Estimated Completion – February 2018



# Demographic and Operational Factors

## Service Delivery Impacts

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Description	Challenge
Population / Customer growth	90,000+ increase since FY 2012 (full purpose)
Recruiting and Promotions	Shortage of Paramedic certified applicant pool is affecting vacancy levels
Affordable Care Act changes	Potential impact on federal reimbursements
Number of 911 calls received	Increased 26,494 from FY 2012-2016

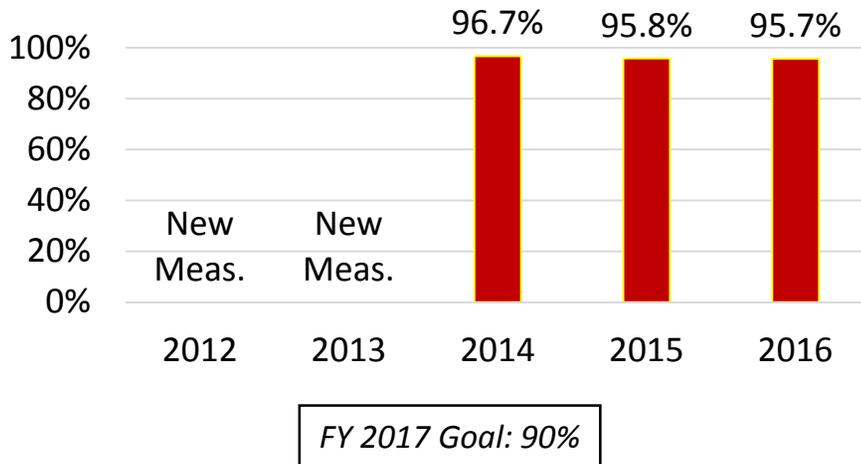
### ➤ Other Service Challenges:

- Average bill processing time has increased from 3.1 business days in FY 2012 to 12 business days in FY 2016 (Goal of 7 business days)
- Percent of calls answered by EMS Communications in less than 10 seconds has dropped from 99.6% to 92.2% since 2012
- Total EMS responses increased by 20,498 from FY 2012-2016

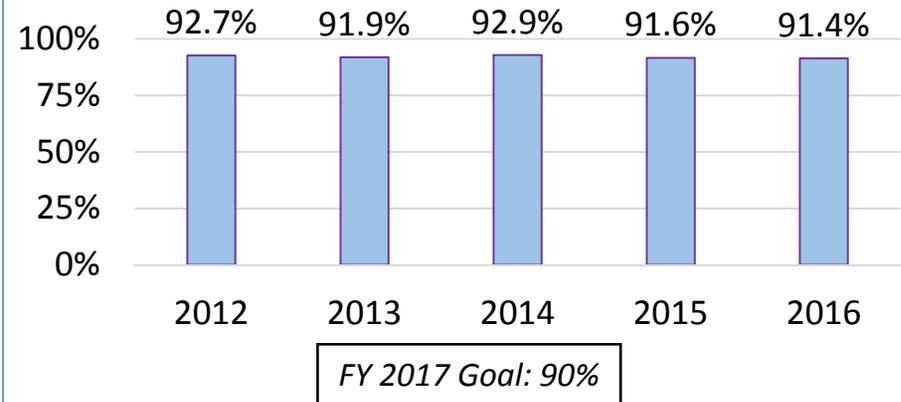
# Key Indicators

## Trend Overview

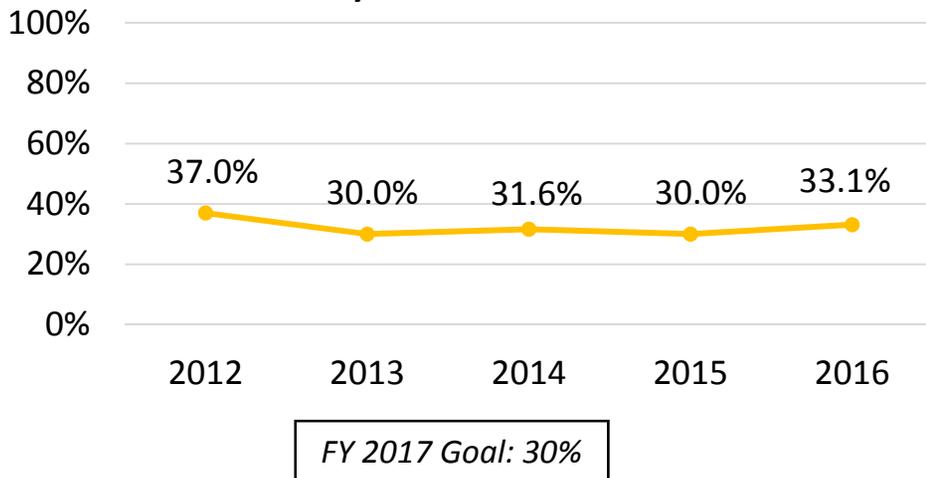
**Percent of Priority 1 through 5 calls responded to on time within City of Austin**



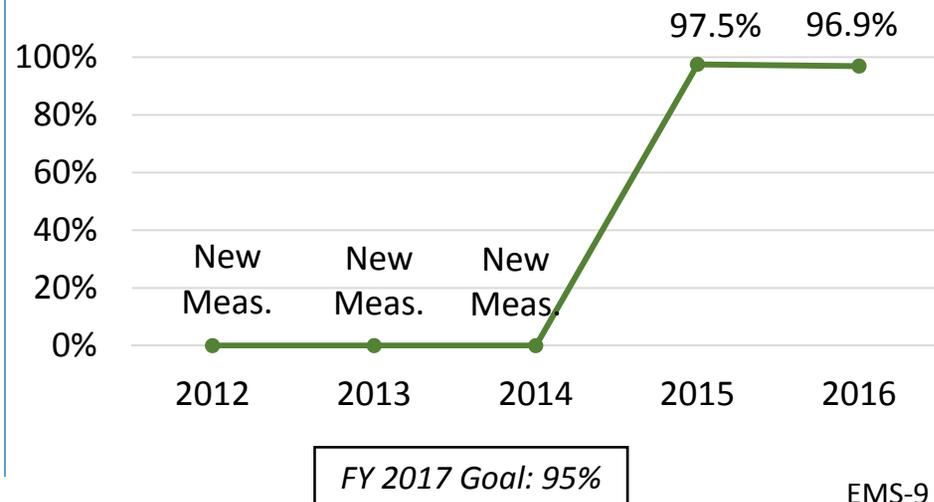
**Percent of potentially life-threatening calls responded to within 9 minutes 59 seconds within City of Austin**



**Percent of patients in cardiac arrest from cardiac causes delivered to appropriate medical facility with a return of circulation**



**Percentage of patients who are satisfied or very satisfied with EMS customer service**



# Horizon Issues

Fiscal Year 2018

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- **Emergency Medical Services Workload**
  - Increase focus on direct operational support, special events, and professional development
- **Anticipated changes to Affordable Care Act**
  - Could impact reimbursement to EMS for Medicare and Medicaid
- **Evolving Healthcare Technology**
  - Ability to share data electronically to improve service delivery
- **Changes in the EMS Industry**
  - Aims to reduce the number of persons who repeatedly utilize ambulance services for transport, high costs of emergency room visits and inpatient hospital stays
- **Aging and Outgrown Facilities**
  - Aging facilities in need of structural repairs

# Selected Program Highlights

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- Community Health Paramedic Program
- Homelessness Outreach Street Team (HOST)
- Community Outreach and Education

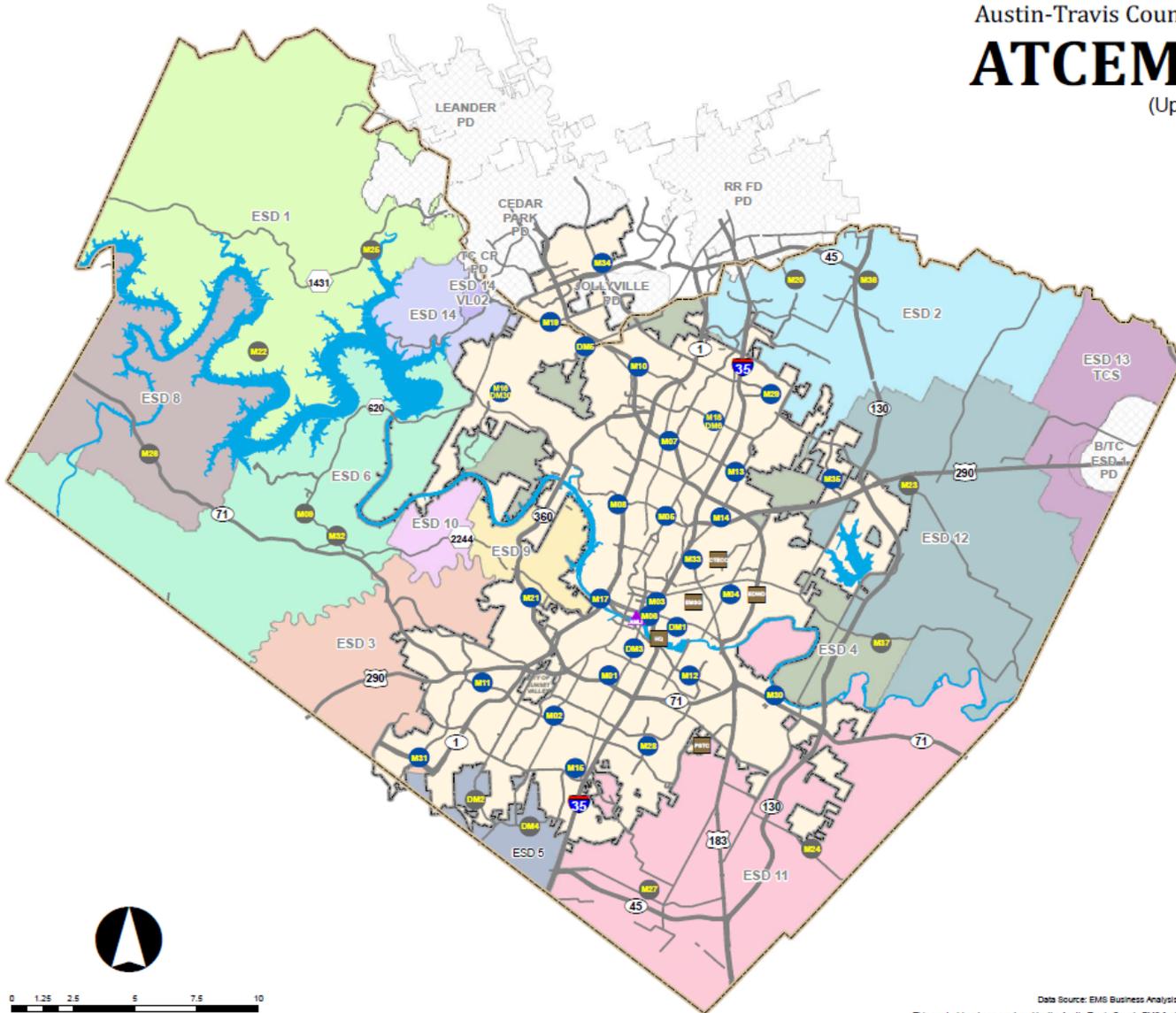


# Questions / Comments / Feedback

Austin-Travis County Emergency Medical Services

## ATCEMS Facilities

(Updates as of 10/01/16)



### ATCEMS Facilities

- Stations within COA Boundary (FP) (31)
- Stations within ESD Boundary (13)
- Administration, (5)
- ▲ Posting Station (1)

### ATCEMS Emergency Service Districts (ESDs)

- ESD 1
- ESD 10
- ESD 11
- ESD 12
- ESD 13 TCS
- ESD 14
- ESD 14VL02
- ESD 2
- ESD 3
- ESD 4
- ESD 5
- ESD 6
- ESD 8
- ESD 9

### Other Nearby ESDs

- (7)

### Austin City Limits (Full Purpose)



### Travis County Boundary



Data Source: EMS Business Analysis & Research Team

This product has been produced by the Austin-Travis County EMS for the sole purpose of geographic reference. No warranty is made by the City of Austin regarding specific accuracy or completeness.

Map Date: Dec 15, 2016/GIS - Data Analyst/Staff/GIS Map Development/PROJECTS/2016/EMS Facilities